

Greetings to all our patients and I wish you all well,

It has been 8 years since I purchased Brookview Dental Care. I could not be more proud and happy, and the support that I have received over the years has been overwhelming. The team has worked hard to provide more services in the practice and we look forward to many more years of working with all of you.

Some of the members of the team got together on a Saturday. We hired a minibus and travelled to London to celebrate the occasion; we had a fantastic time.



Following Bobby's departure from the practice due to ill-health, Erika has returned to provide hygienist services on a Tuesday on a permanent basis. Erika was our hygienist for 3 years from 2018 to 2021, at which point she left the practice to work closer to home during the pandemic. Erika provided locum services whilst Bobby was initially off work. We are very pleased to welcome Erika back to the team.

I am pleased to announce that Laura, our hygienist/ therapist who assists on a Thursday, is expecting her second child. Laura is due to take maternity leave in the New Year. Our locum hygienist/ therapist, Sym, who supported us whilst Bobby was off work, will return to cover the period of maternity leave until Laura returns. We wish Laura and her family all the best. We are so lucky to have Sym back to assist us.

Sym's father is also dentist, and they both completed charity work this summer at the Indo-Africa Charity Uganda Medical Camp (see picture below).



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A few of you may have already been seen by our locum Dentist, Dr Joe Clarke. Joe is supporting myself and Dr Noor on occasional Wednesday and Thursday sessions in order to provide patients with more appointments at the practice.

Joe qualified from Sheffield Dental School in 2011. He moved to the Nottingham area in 2012 and has worked in a combination of NHS and private dentistry since.

Joe takes pride in providing high quality, friendly, general dentistry. He particularly enjoys helping anxious patients overcome their fear of dentistry. Joe has an interest in Root Canal Treatments and restorative dentistry.

Outside of dentistry Joe enjoys spending time with his young family and keeping fit where he can.



Denplan Excel Accreditation

Every 18 months the practice is reassessed for its Denplan Excel Accreditation. My next peer review is due to take place on the 6th December 2024, and as part of this, Denplan require feedback from patients who have visited the practice in the last month.

Please note that you do not have to be registered with Denplan to provide feedback; all patients can leave feedback.

If you have attended the practice in the last month, or are due to attend prior to the 6th December 2024, then please provide feedback directly to Denplan by clicking on this link: www.denplanresearch.co.uk/BD94497

Patient Reviews

Your feedback is always very important to us for our ongoing audits and to improve our services. Your feedback can be sent in by email on contactus@brookviewdentalcare.co.uk or public reviews can be left through Google or Facebook.

- Google reviews can be left by clicking on <https://g.page/r/Cbo5qqcxOhaiEAg/review>
- Facebook reviews can be left by clicking on <https://www.facebook.com/brookviewdentalcare/reviews/>

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Christmas 2024 Emergency Arrangements

As Christmas is approaching fast, I will take this opportunity to confirm our emergency arrangements over the Christmas period for your diaries.

The contact details for emergencies during **normal opening hours** are as follows:

- Tuesday 24th December: **Open 9am to 4pm**
- Wednesday 25th December: **Closed (see out of hours below)**
- Thursday 26th December: **Closed (see out of hours below)**
- Friday 27th December: **Closed. Emergency Line** between 9am and 5pm: **0753 376 5841**
- Monday 30th December: **Closed. Emergency Line** between 9am and 5pm: **0753 376 5841**
- Tuesday 31st December: **Emergency Line** between 9am and 4pm: **0753 376 5841**
- Wednesday 1st January: **Closed (see out of hours below)**
- Thursday 2nd January: **Open 8:30am – 5:30pm**

Out of hours emergencies:

- Private patients should call **01845 469299**
- NHS patients should call **111**

Best wishes to all of you

Dr Niki Kitsiou and the Team

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